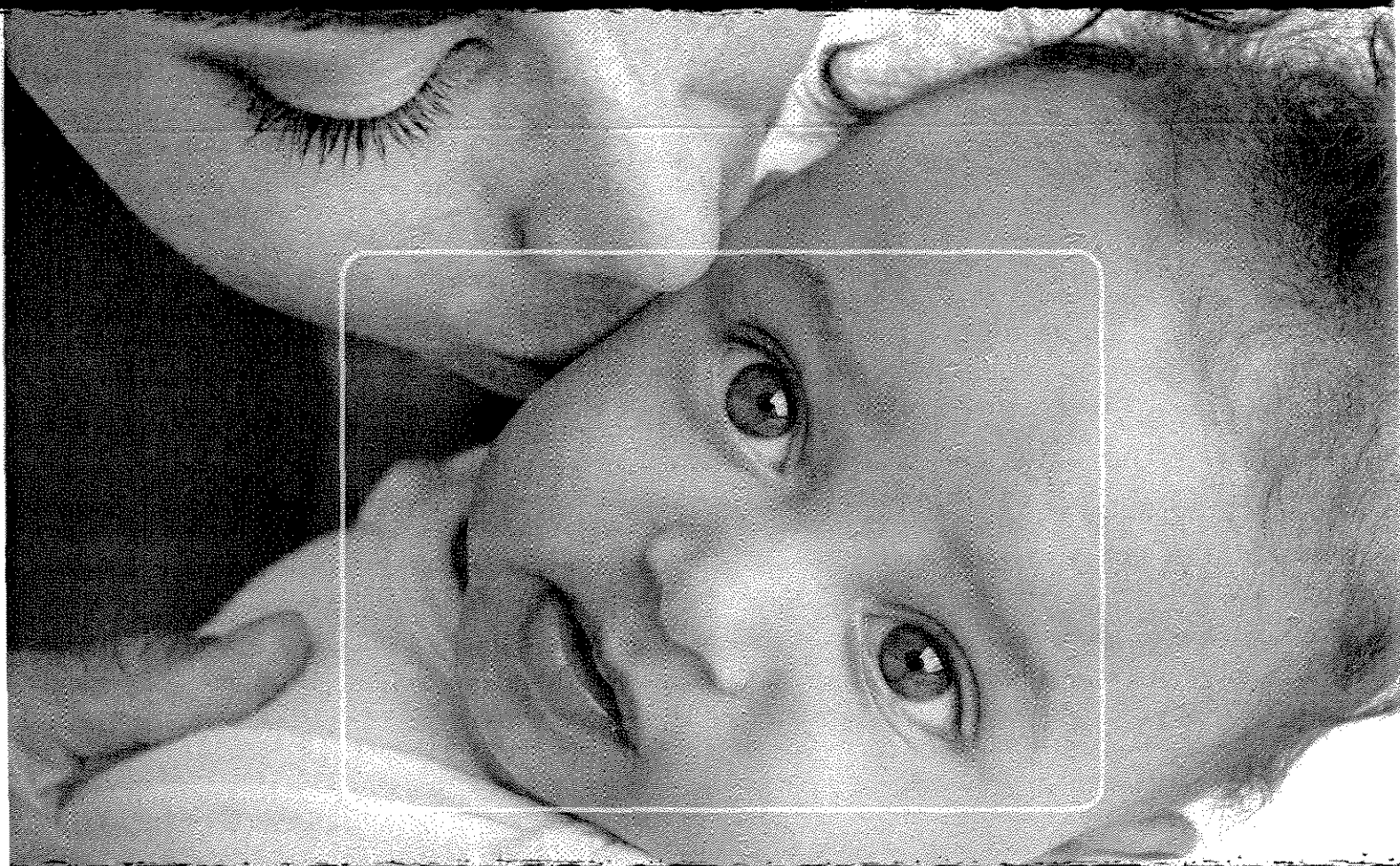


# Stay in Touch.



## Never miss a moment.



Connect.  
Communicate.  
Celebrate.™

[relaycolorado.com](http://relaycolorado.com)

Sprint Customer Service:

English:

**1-800-676-3777** (TTY/Voice)

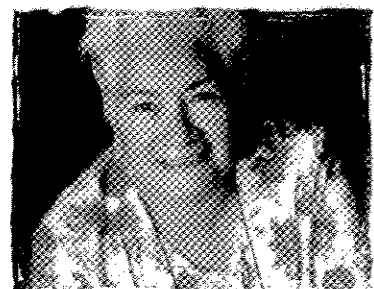
En español:

**1-800-676-4290** (TTY/Voz)

*When my little grandchild  
was born, we knew what  
was happening every*

*step of the way.*

*Thanks, Relay Colorado.*





Relay Colorado ofrece a las personas de habla hispana la oportunidad de aprovechar todos los servicios de retransmisión. Los hispanohablantes que son sordos, sordos y ciegos, con dificultades auditivas o que tienen un impedimento del habla pueden hacer una llamada de Retransmisión en español como si fuera cualquier otra llamada de retransmisión. Relay Colorado realiza esto proporcionando una interpretación a petición del usuario, del español al inglés o del inglés al español.

Relay Colorado offers Spanish-speaking people the opportunity to take advantage of all relay services. Spanish-speaking people who are hard-of-hearing, deaf, deaf-blind, or have a speech disability can place a Spanish Relay call just like any other relay call. Relay Colorado does this by providing translation, upon request, from Spanish-to-English or English-to-Spanish.

**Español**  
.....  
**TTY**

**Español Teletipo (TTY) en español**

Para hacer una llamada de Retransmisión en español, los usuarios de teletipo (TTY) simplemente le avisan al Operador de Retransmisión que desean efectuar la retransmisión en español. Los usuarios de TTY escriben sus conversaciones en español y el Operador retransmite el mensaje en español a la otra parte. Luego, el Operador escribe en español las palabras que la otra parte dice, para que las pueda leer el usuario de TTY.

**Spanish**  
.....  
**TTY**

**Spanish TTY**

To place a Spanish Relay call, TTY users simply inform the Relay Operator that they want to relay in Spanish. TTY users type their conversations in Spanish as the Operator relays the message in Spanish to the other party. In turn, the Operator types the other party's spoken words in Spanish for the TTY user to read.

**Español**  
.....  
**Voz**

**Voz en español**

Por medio de cualquier teléfono estándar o móvil, los hispanohablantes sin dificultades auditivas pueden marcar 711 y solicitar una Retransmisión en español. Para un servicio más directo, pueden marcar el número de acceso libre de cargo para la Retransmisión en español. El Operador dirigirá la llamada en español para una de las partes o para ambas.

**Spanish**  
.....  
**Voice**

**Spanish Voice**

Using any standard phone or cell phone, hearing people who speak Spanish can dial 711 and request Spanish Relay. For more direct service, they can dial the toll-free Spanish Relay access number. The Operator will conduct the call in Spanish for one or both parties.

**Acceso / Access**

**7-1-1**

**1-800-337-3242**

**Equipo requerido**  
**Equipment Needed**

Dispositivo TTY, equipo telefónico VCO, un teléfono estándar y/o un conector en "Y".

TTY device, VCO phone equipment, standard phone and/or a Y-Jack.

**Acceso / Access**

**7-1-1**

**1-800-337-3242**

**Equipo requerido**  
**Equipment Needed**

Teléfono estándar.

Standard phone.

## Additional Relay Services

At Relay Colorado, we offer communication choices to our relay callers. This allows them ways to connect with all of the people in their lives.

### Hearing Carry-Over

Hearing Carry-Over allows a person with hearing capability and a speech disability to make a call by typing a conversation to a Relay Operator. The operator reads the HCO user's typed messages to the other party, whose vocal responses can be heard by the HCO user.

HCO  
\*\*\*\*\*  
TTY

#### Hearing Carry-Over to TTY

With HCO to TTY, people with a speech disability can type their conversation directly to the TTY user, and then listen while the Relay Operator reads the TTY response.

##### Access

**711**

**1-800-659-3656**

##### Equipment Needed

TTY device and/or with a standard phone.

HCO  
\*\*\*\*\*  
HCO

#### Hearing Carry-Over to Hearing Carry-Over

Both HCO users can communicate with each other through relay. The Operator reads the typed message from the HCO user and voices to the other HCO user, who listens and then types a response back in the same manner.

HCO  
\*\*\*\*\*  
VCO

#### Hearing Carry-Over to Voice Carry-Over

HCO to VCO allows a VCO user to speak directly to a person who can hear but may have a speech disability. The VCO user's voice will be heard by the HCO user and the typed response will be read by the VCO user.

### Speech-to-Speech

STS  
\*\*\*\*\*

#### Speech-to-Speech

People with a speech disability, or those who use a voice synthesizer, can use their own voice on an STS relay call. The Relay Operator, specially trained to understand unique speech patterns, repeats the words exactly as they are spoken to their caller.

##### Access

**1-877-659-4279**

##### Equipment Needed

Standard phone.



## Additional Relay Services

### Telebraille

#### Telebraille

##### Telebraille

People with a visual disability can use relay services by using a specially-equipped Telebraille TTY device. The text automatically comes across at a reduced speed on a Telebraille call, regardless of how fast the Operator types. This allows Telebraille users to read at a comfortable pace. Callers can request an increase in the text pacing.

#### Access

**1-800-659-2656**

#### Equipment Needed

TTY or computer equipped with Telebraille.

### Computer (ASCII)

#### ASCII

##### ASCII

Instead of using a TTY, many relay callers prefer to hold phone conversations over a computer. This requires a modem and special communication software, which must be configured with the proper settings. To learn more about computer-based relay services, please visit our website.

#### Access

**1-800-659-4656**

#### Equipment Needed

Communications software.

### 900 Services

#### 900

##### 900 Services

Relay callers can use a special access phone number to dial 900 numbers. A Relay Operator connects callers to the requested outbound 900 service number. Callers are billed directly by the 900 service provider at the rate specified by that service provider.

#### Access

**1-900-230-6161**

#### Equipment Needed

TTY device, VCO phone equipment, standard phone and/or a Y-Jack.

### Emergency 9-1-1

#### 9-1-1

##### Emergency 9-1-1

In case of emergency, dial 9-1-1 directly by using a TTY to ensure immediate attention and identification of your location.

#### Access

**9-1-1**



Connect.  
Communicate.  
Celebrate.

# Communication access for all.

# Order a Pizza.



## Without anchovies.



Connect.  
Communicate.  
Celebrate.™

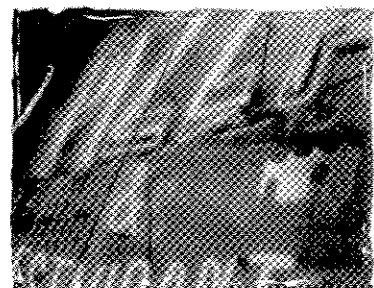
**relaycolorado.com**

Sprint Customer Service:

English:  
**1-800-676-3777** (TTY/Voice)

En español:  
**1-800-676-4290** (TTY/Voz)

*With relay, I can contact  
a local business directly  
to place an order.*





Internet and Video Relay Services that allows callers to communicate over the Internet without using a TTY device. Relay Wireless is for those on the go, people who use mobile devices to connect with relay from wherever they are. With the power and ease of Internet and wireless technologies, relay callers enjoy greater control and flexibility in their communications.

## SRO

### Sprint Relay Online<sup>SM</sup>

Sprint Relay Online (SRO) combines standard relay capabilities with the convenience of the Internet. People can make calls from any computer with an Internet connection. Relay callers type their conversation for a Relay Operator to read aloud to the other party. Their response is then typed back to the caller by the Operator. 2LVCO is also offered with SRO. There is no charge to users for domestic long distance or calls.

#### Access

[www.sprintip.com](http://www.sprintip.com)

#### Equipment Needed

Computer or laptop with Internet access.

## VRS

### Colorado Video Relay Service

Video Relay Service allows people to communicate over the Internet using sign language, facial expressions, and body language. Employing full-motion video, VRS enables efficient and natural use of sign language that improves understanding and enhances the entire communication process. Video relay users work with specially trained, certified interpreters who translate between sign language and voice for both parties. Conversation can flow freely without any typing or "go aheads" to delay communication. VCO is also offered with VRS.

#### Access

[www.covrs.com](http://www.covrs.com)

[sprintvrs.tv](http://sprintvrs.tv)

#### Voice:

**1-866-410-5787**

#### Equipment Needed

Broadband high speed Internet connection, a computer with web camera or a videophone with a TV.

## Wireless

### Sprint Wireless<sup>SM</sup>

With Sprint Relay Wireless,<sup>SM</sup> relay callers can go mobile. Wireless relay callers are free to connect with relay using a wide selection of handheld devices and pagers. Relay users can enjoy real-time, on-the-go communication without incurring any domestic long distance charges. Visit our website for additional information to use wireless relay.

#### Equipment Needed

Wireless pager/device or PDA.

Install Sprint Relay Wireless program on mobile device.

## Other Resources

Telecommunications for the Deaf, Inc. (TDI) has additional information about other relay service providers and products. For more information go to: [www.tdi-online.org](http://www.tdi-online.org) under "Our Resources".

#### Access

[www.tdi-online.org](http://www.tdi-online.org)

# Make The Call.



## Connect. Communicate. Celebrate.



Connect.  
Communicate.  
Celebrate.™

[relaycolorado.com](http://relaycolorado.com)

Sprint Customer Service:

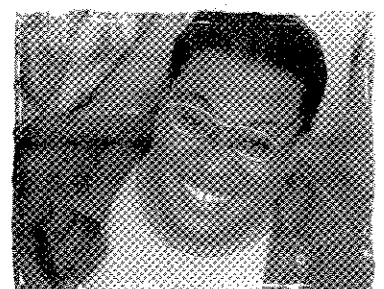
English:

**1-800-676-3777** (TTY/Voice)

En español:

**1-800-676-4290** (TTY/Voz)

*Relay Colorado has made  
my life more fulfilling.*





## International Access

Relay is available from anywhere in the world to place and receive international calls in either English or Spanish. Callers located outside the United States can use relay services just as easily as if they were stateside by using the international access number, 1-605-224-1837.

You can also dial 7-1-1 to place an international call from the United States. Long distance billing will begin upon connection to a phone number outside of the United States.

## Public Payphone Access

TTY payphones are relay-ready, providing public access to relay services. All local calls from a TTY payphone are free of charge, while long distance calls can be charged in many ways: collect, third-party, calling card, or a prepaid card. From a coin-operated TTY payphone, TTY users can request that Relay Colorado connect the call.

## Directory Assistance

Relay Colorado will relay Directory Assistance (DA) calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the DA request, the Relay Operator will contact the appropriate DA operator. After obtaining the number, the caller may choose to place the call through relay or dial it directly TTY to TTY.

## Answering Machine Retrieval (AMR)

TTY users can request the relay service to retrieve messages from their answering machine or voice mail. To request answering machine retrieval (AMR), type "AMR" with instructions or password and then "GA". The Relay Operator will notify you to place your handset next to your answering machine and turn it on. The Operator will then type your messages. To request voicemail retrieval, type the phone number you wish to call with your password. The Operator will then type your messages.

## Turbo Code®

Turbo Code allows TTY users to send and receive text characters as fast as they can type. Because callers are in control of text display, they can carry on a more natural conversation—even interrupting one another if they want to.

## Enhanced Turbo Code® (E-Turbo™)

With E-Turbo, you don't have to go through a Relay Operator to set up your calls. TTY users can simply press the "relay" key, then enter the telephone number of the other party. E-Turbo includes a dial-through feature that allows relay users to save customized calling preferences.

## Customer Database Profile

When customers set up a relay profile they can personalize their relay communications and enjoy more efficient calling. The profile contains specific information about the individual caller and how the caller prefers to communicate. Each time a caller uses relay, the Relay Operator can access the profile and conduct the call according to the customized preferences.

- Communication style
- Request a male or female operator
- Call instructions
- Caller greeting
- Frequently dialed numbers
- Call blocking or restrictions
- Local and long distance service provider

## Customer Service

Our customer service center is available to answer questions about relay services and to assist with relay calls. When calling about a specific incident, please remember to provide the Relay Operator's identification number, as well as the date and time of the call.

### Access

**English** (TTY/Voice)

**1-800-676-3777**

**Español** (TTY/Voz)

**1-800-676-4290**





## Is Relay Colorado for YOU?

### Relay Colorado benefits people who are:

- ✓ Hard-of-Hearing
- ✓ Seniors with Hearing Loss
- ✓ Deaf
- ✓ Deaf-Blind
- ✓ Late-Deafened
- ✓ People with Speech Disabilities
- ✓ People who can Hear



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[relaycolorado.com](http://relaycolorado.com)

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1-800-676-4290 (TTY/Voz)

*Relay Colorado is provided by Sprint.*



**RELAY COLORADO**  
**Keeping You Connected**



**Relay Colorado makes the telephone system accessible if you use a TTY/TDD and want to call someone who uses a standard telephone, or if you use a standard telephone and want to call someone who uses a TTY/TDD.**

**The following information provides basic instructions on how you can place and receive calls through Relay Colorado.**

#### **MAKING RELAY CALLS**

If you use a standard telephone and want to call someone who uses a TTY/TDD, the Communications Assistant (CA) types your words to the person who uses a TTY/TDD and voices the TTY/TDD users typed words to you:

1. Dial 7-1-1
2. When a Communications Assistant (CA) answers, give the telephone number of the person you want to call.
3. When the person answers, proceed as you would with a regular call. Speak directly to the person you are calling, not to the CA. Example: "Hi Mary, How are you doing?"
4. Say "Go Ahead" or "GA" when you are ready for the other person to respond.
5. When you are finished with your conversation, end the call by saying "Go Ahead or SK" (stop keying) giving the TTY/TDD user an opportunity to continue or end the call.

#### **FREQUENTLY ASKED QUESTIONS AND TIPS ABOUT RELAY**

**Q.** What other features does Relay Colorado offer?

**A.** Relay Colorado offers additional relay numbers for people who want to use their voice or hearing with their TTY/TDD, for Spanish speaking people who use a TTY/TDD, and for people who are deaf-blind and use a telebraille.

For information about any of the features, please call Sprint Relay Customer Service at 800-676-3777.

**Q.** Are relay conversations confidential?

**A.** Yes. Federal law mandates that all relay conversations are kept confidential and that no records be kept.

**Q.** How much does it cost to use Relay Colorado?

**A.** There is no extra charge to use Relay Colorado. Long distance calls are billed at the regular rate that is charged between the point from which you are making the call and the point where the call terminates. Long distance calls can be billed to your preferred long distance provider. Give the Relay Operator your long distance information when placing the call. If you do not provide a specific company, the call will be billed through Relay Colorado's provider, Sprint.

**Q.** How do I access relay service in another state when I am traveling?

**A.** All states must have "711" relay access by October 1, 2001. Until then, try 711. If that doesn't work, directory assistance should have each state's number.